

**Level Two: Minimum Curriculum Standard Topics: (Minimum instruction time 3 hours, 4 hours recommended.)**

- Laws, Policies, Rules and Regulations
  - Administrative liability-ABC license sanctions
  - Criminal liability
  - Civil liability
  - State ABC laws and regulations
    - Sales to minors
    - Possession by minors
    - Sales to obviously intoxicated persons
    - Disorderly /disruptive premises
    - Retail Operation Standards-Section 25612.5 B&P Code
    - Age of servers
    - Drinking driver laws
    - Hours of operation
  - Local ordinance requirements
- Technical Information: Health, Safety and Community Impacts
  - Alcohol impaired driving
  - Signs and stages of intoxication
  - Interaction of alcohol and drugs
  - Physiology and blood alcohol content
  - Insurance
  - Food promotion
- Server Responsibility
  - Prevention
  - Intervention
  - Age identification
  - Signs of immaturity
  - Types of drinkers
  - Assuring guest safety
  - Drink size and limits
  - Listening
  - Suggestive selling techniques
  - Role playing

**Level Two Learning Objectives:**

Given the necessary instruction and training on the above topics the training recipient will:

- Understand relevant state laws and regulations in administration, criminal and civil liability; and local ordinance requirements.

## Department of Alcoholic Beverage Control

- Understand how these laws pertain to the alcoholic beverage server.
- Recognize the potential risks of irresponsible alcoholic beverage service practices.
- Demonstrate knowledge of signs of intoxication.
- Identify specific behaviors that would prompt an individual to intervene and refuse continued service of alcoholic beverages.
- Define and Implement policies related to proper age identification and intervention with an intoxicated or underage customer.
- Demonstrate an ability to recognize a false or altered identification.
- Be better able to promote food and alternatives to alcohol.
- Understand the basic principles of proper food safety and handling.
- Be able to articulate their personal role in prevention efforts.
- Be able to list the procedures for preparing for intervention.
- Demonstrate knowledge of alcohol physiology.
- Be able to list the stages of intoxication relative to the number of drinks consumed.
- Understand the basic elements of being assertive.
- Demonstrate an attitude with customers that will endorse responsible service policies and identify the benefits to the guest, the server and the business.
- Recognize the role of gender and cultural differences in shaping individual drinking behavior and perceptions about alcohol.
- Demonstrate knowledge of the changing drinking patterns of American adults over the past five years.
- Understand that hospitality is more than just serving alcohol.
- Demonstrate knowledge of the principles of communication.
- Understand the importance of policies and support management in the implementation of those policies.